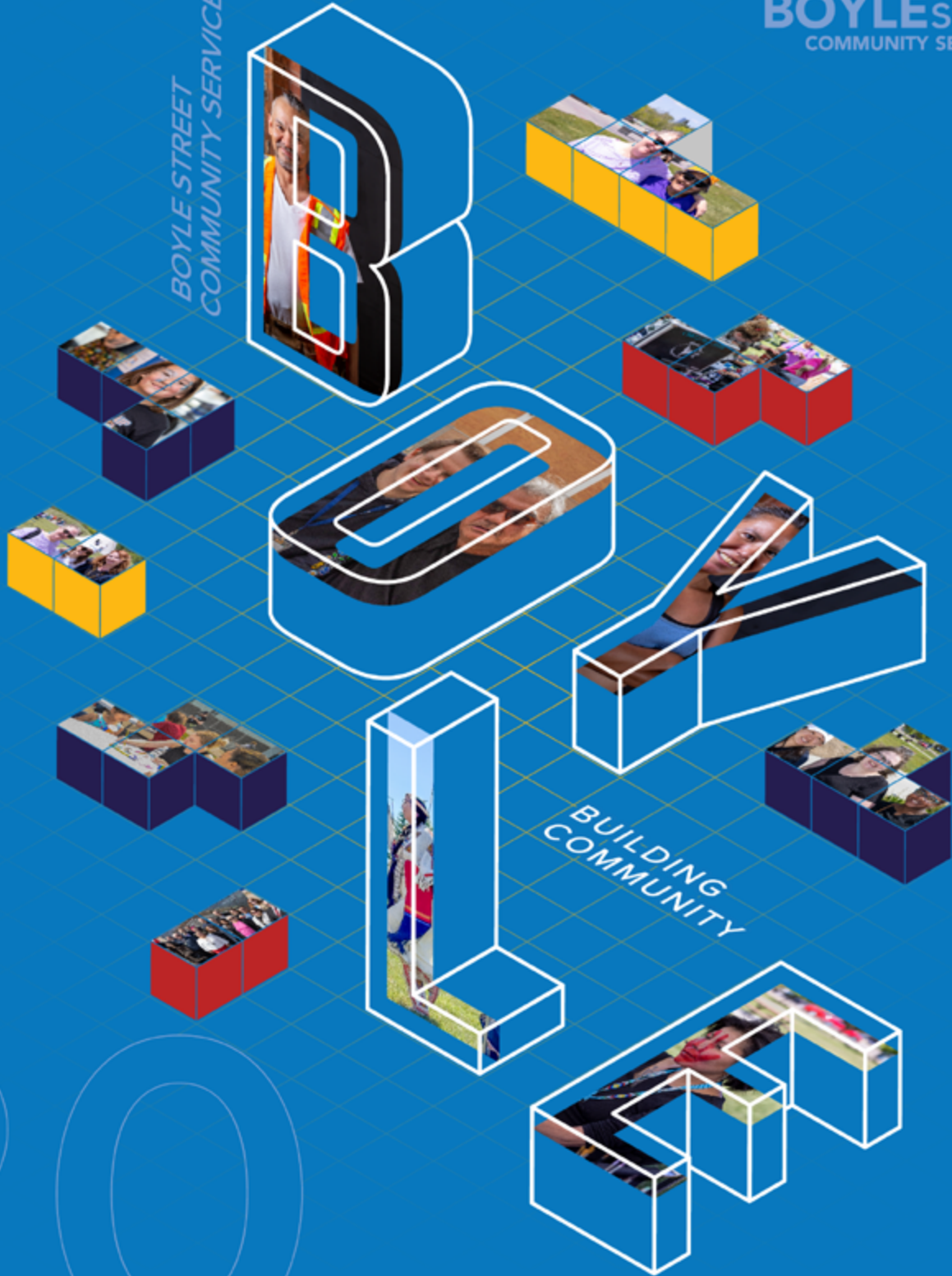




**BOYLEstreet**  
COMMUNITY SERVICES

BOYLE STREET  
COMMUNITY SERVICES



BUILDING  
COMMUNITY

2024

ANNUAL REPORT  
2023-2024

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# OUR MISSION & VISION

The mission of Boyle Street Community Services is to end chronic homelessness.

Our vision is to see that all people grow healthier through involvement in strong, accepting, and respectful communities.

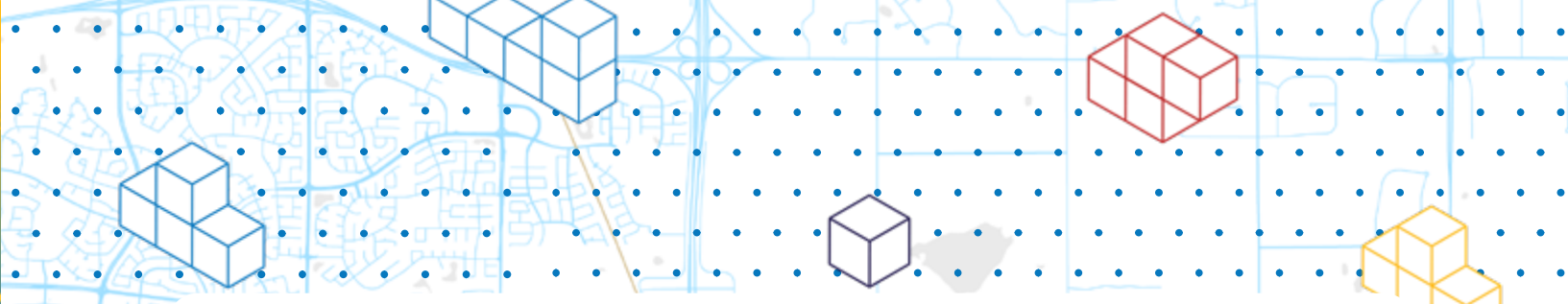
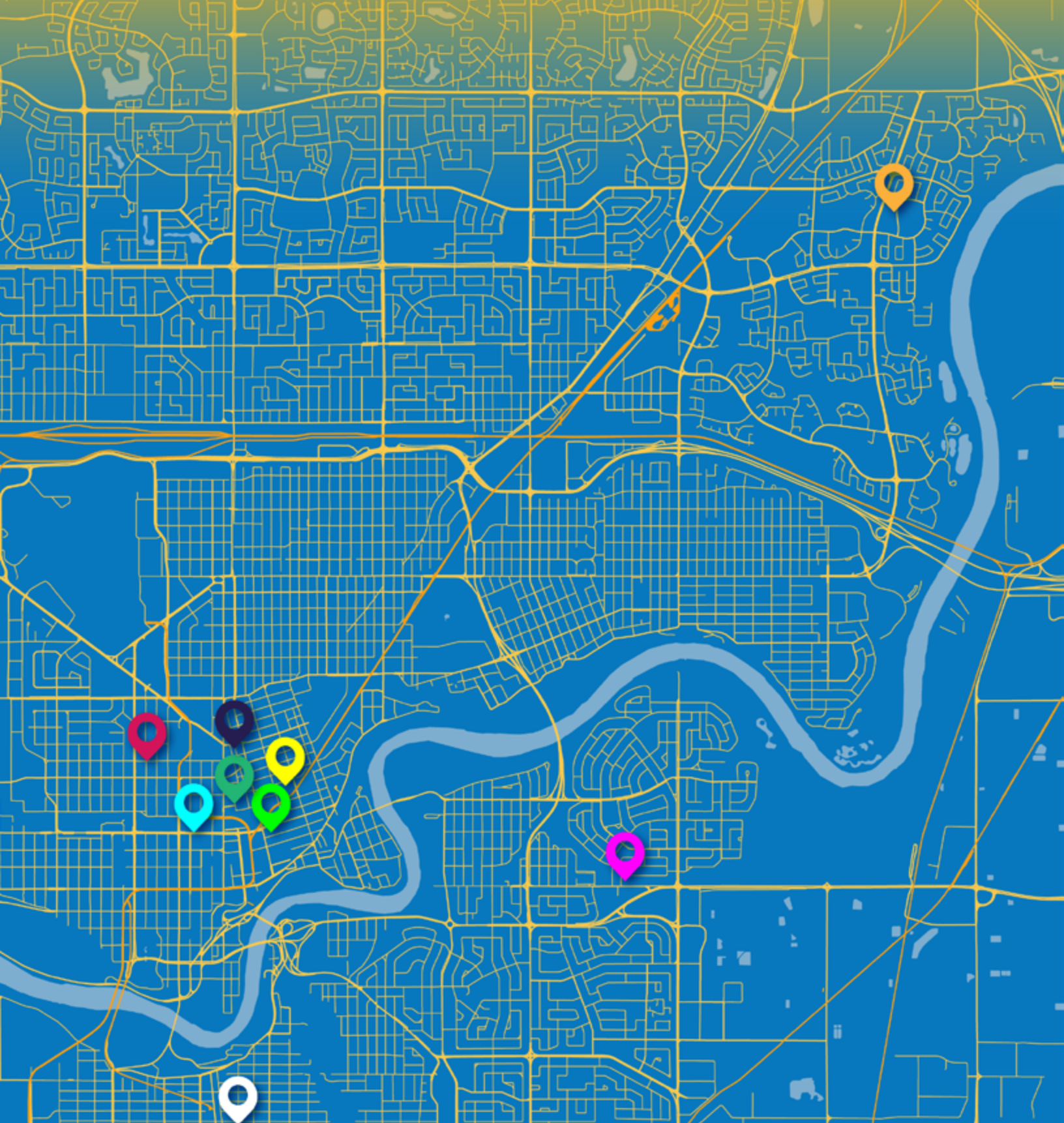
## LAND ACKNOWLEDGMENT

Boyle Street Community Services acknowledges that we operate on Treaty 6 and Metis Nation North Saskatchewan River Territory, a traditional gathering place for diverse Indigenous Peoples including the Cree, Blackfoot, Métis, Nakota Sioux, Iroquois, Dene, Ojibway/Saulteaux/Anishinaabe, and Inuit. We respect the histories, languages, and cultures of First Nations, Métis, Inuit, and all First Peoples of Canada who enrich our community. We continue to explore our relationship to the land and reflect on what it means to be Treaty people.

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\*Boyle Street operates 15+ locations in the Edmonton Area. Sites providing services for children and youth remain confidential to respect their privacy.

## OUR LOCATIONS AROUND THE CITY



## OUR VALUES

- » We never give up even if the challenge is tough, seemingly impossible.
- » We stand with our community members, side by side, patiently and for as long as they want – a constant and consistent caring force.
- » Giving and receiving is a two way street at Boyle Street – our community members share many gifts with great generosity and open hearts.
- » Boyle Street is a home, a family, a village – a place of safety, trust, love, welcome and also a place with all the challenges that a home, a family, and a village bring.
- » We are there for our colleagues, supporting them, valuing their unique contribution to our community.
- » Everything we do matters and the little things are just as important as the big ones – a small gesture can have a great impact on another's life.
- » We share much in common and that connectedness of experience is a strength to be recognized, celebrated, and drawn on.
- » We are many nations, many beliefs, many walks of life coming together, seeking to understand each other, accepting each other and enjoying each other for what we are and for where we are at.

**OUR WORK IS ALWAYS ONGOING AND THAT IS OK.**

- » The Creator is with us, the spirits soar within us and the culture of the First Peoples surrounds and protects us. We value our history as an agency and reflect on our past for guidance in moving forward – we value the experience and wisdom of our community elders.
- » Despite great challenges we believe unhealthy cycles can be broken, new opportunities created and, through healing, health restored.
- » Each member of our community is deserving of a full measure of dignity, support, and respect.
- » We honour our community's resilience and celebrate and recognize our individual strengths and uniqueness.
- » We advocate and educate creatively and innovatively at many levels for justice for all.
- » We believe that life is too serious to be taken seriously and humour is a central part of our life and work at Boyle Street.
- » At the heart of our work, we listen, care and empower our clients in order to assist them to find solutions to their challenges.

***Our community members are diverse, and we welcome everyone. We serve adults, youth, and families and are proud to act as a knowledgeable resource for Indigenous, 2SLGBTQIA+, and new immigrant communities.***



# PURPOSE STATEMENT

**OUR MISSION AT BOYLE STREET COMMUNITY SERVICES IS TO END CHRONIC HOMELESSNESS**



## OUR CORE AMBITIONS ARE:

1. Everyone we work with has a safe place to call home.
2. Everyone we work with feels connected to family and community.
3. Everyone we work with is building holistic resiliency.
4. Everyone we work with feels a sense of purpose and meaning in their life.
5. Everyone we work with needs us less and less over time.

## THE CULTURE WE FOSTER TO ACHIEVE OUR MISSION IS:

1. Driven by our organizational values.
2. A relentless focus on the best interest of those we are serving, even when it is difficult.
3. Creative, innovative, and risk-taking.
4. Learning from what we do and constantly challenging assumptions, long-held beliefs, and ways of practice.
5. Freedom and autonomy by all team members to be nimble and adaptive to the needs of those we serve.
6. Highly accountable to each other and those we serve for decisions and actions. Excellence in all we do — those we serve deserve nothing but our best.

# BOARD CHAIR MESSAGE



As we reflect on the past year, we do so with profound gratitude, accomplishment, and optimism for the progress and resilience demonstrated by Boyle Street Community Services. This period has been marked by significant achievements, collaborative efforts, and transformative initiatives that have strengthened our mission of ending chronic homelessness in Edmonton.

The *okimaw peyeseew kamik* project is advancing steadily. This project has garnered tremendous support, including a significant contribution from the Green and Inclusive Community Buildings grant administered by Infrastructure Canada. Alongside our corporate partners and philanthropic supporters, we have raised over \$45 million, reinforcing the project's importance and our capability to deliver impactful community services. Special acknowledgment goes to the Build with Boyle Capital Campaign Circle, co-chaired by Elder Clifford Cardinal and Carman McNary, for making *okimaw peyeseew kamik* a reality.

Partnerships continued to be a primary focus this past year. The C5 Community of Practice and other joint efforts have strengthened our community partnerships and advocacy work. Our dedicated work in supporting youth experiencing homelessness and poverty through the Youth Agency Collaborative (YAC) resulted in partnerships with Youth Empowerment and Support Services Edmonton, and the University of Alberta's Fyrefly Institute have resulted in additional supports for 2SLGBTQIA+ youth in our sector.

Additionally, our partnership efforts extended beyond our sector, as we made significant strides in connecting with Indigenous nations across the province. This commitment to building and strengthening relationships in both ceremonial and political leadership spaces of Indigenous nations has had a marked impact across our organization. While there is more to do, our dedication to lasting reconciliation remains strong.

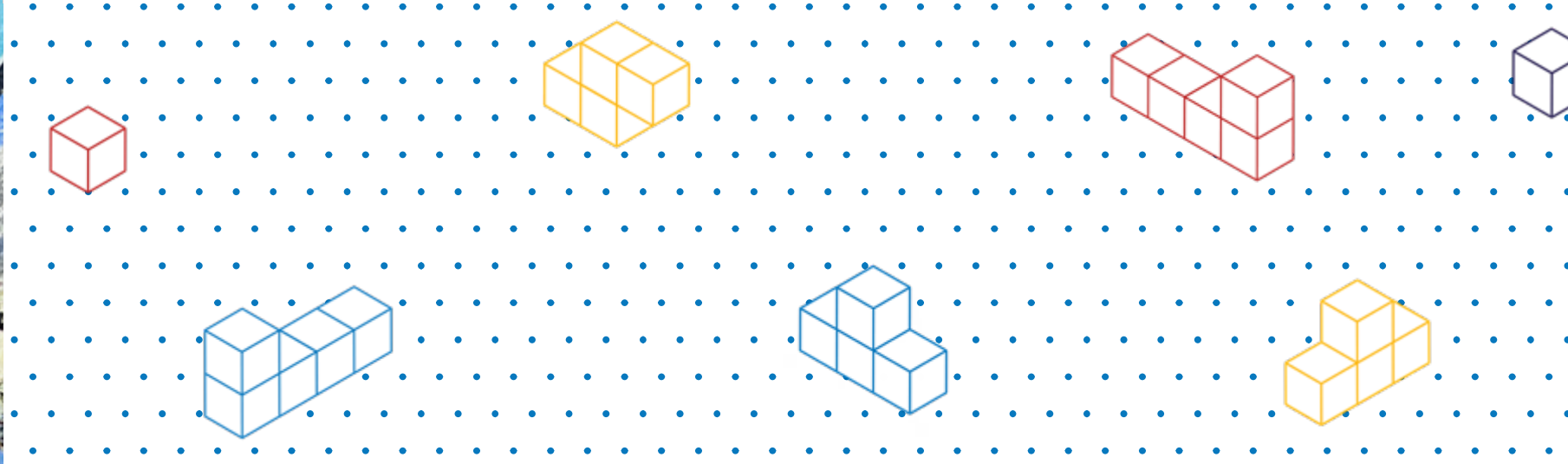
The importance of environmental, social and governance principles in value creation for an organization is not a new concept and it isn't just a buzzword in the business world. It's a powerful practice that can shape the trajectory of non-profits and their impact on the world. Organizations that embrace ESG principles position themselves as catalysts for positive change, setting a new standard for responsible and impactful operations. As board chair I am proud to highlight Boyle's ESG efforts, embedding these principles in every fibre of the organization. Our new net-zero community center demonstrates to all levels of government and society that our organization is ready and able to manage the challenges of the climate crisis and operate sustainably. To that end, we are steadfast in our mission, values, and vision, ensuring we remain leaders in our city's social service sector through care, compassion, inclusion, and innovation. And finally, our board's focus on creating governance practices appropriate to the scope and size of our organization ensures we are in a strong position for strategic and organizational sustainability for decades to come.

And finally, despite navigating a challenging financial landscape marked by rising costs and government budget constraints, our financial records reflect prudent management and strategic budgeting.

Our achievements are attributed to the dedication of many individuals. I extend heartfelt thanks to our staff, Elders, community members, funders, fellow board members and partners.

As we look forward to the coming year, we do so with optimism and a renewed commitment to our vision. Together, we will continue to create a sustainable future that nurtures the physical, emotional, and spiritual well-being of everyone we serve.

**Diana Ly**  
Board Chair



## MESSAGE FROM OUR EXECUTIVE DIRECTORS

This past year has been both a challenging and deeply rewarding year for Boyle Street Community Services, those we serve, and for the broader community. Through these challenges our teams have risen to the occasion, staying committed to our mission and values, while ensuring those we serve remain at the forefront of all that we do.

Our organization has accomplished significant successes this year. Our social enterprise, Hiregood, achieved record revenue and employment growth – demonstrating once again that community-minded businesses built around alleviating barriers to employment can compete (and succeed) in competitive markets.

We are delighted that *okimaw peyesew kamik* is on schedule and funded thanks to an outstanding capital fundraising campaign and a \$21 million funding

contribution from the Federal government through the Green and Inclusive Community Building grant. This beautiful, purpose-built facility will serve to ensure those that need supports in our community will always have a safe, accessible, and inclusive space where they are welcome. This project's success shows what can be achieved when community comes together to build meaningful and lasting change.

This year also saw the launch of our interdisciplinary teams, an innovative program that supports those with complex needs. We look forward to scaling up this program when we move into *okimaw peyesew kamik* late next year.

Our organization has invested substantial time and resources in building and maintaining relationships with Indigenous nations across Alberta. These efforts are a testament to our enduring commitment to

meaningful reconciliation, which we continue to approach with humility and respect. We know that there is still much to be done in this space and remain committed to these important efforts.

We believe that supporting families in crisis is one of the most proactive measures we can take to prevent poverty and homelessness in our communities. Our approach to work alongside our First Nation and government partners, Elders, and Knowledge Keepers ensures programs and services remain focused on the best possible long-term outcomes for children, family, and the community.

This year, we received guidance from Elders to “take care of our home fires.” We took this to heart, which led us to refocus our efforts on supporting staff who work tirelessly to advance our mission every day. We also made a concerted effort to evaluate our organizational outcomes by launching *sîtôskam iyiniwatisiwin*, our new Indigenous Practice Framework, which will guide our organization forward as we focus on the next 50+ years.

Finally, we have strengthened our partnerships - particularly in supporting youth. Our leadership role in the Youth Agency Collaborative (YAC) has amplified advocacy for a historically underserved community, and we are proud to have assumed operation of Project CHEW, a program specifically designed to support 2SLGBTQ+ youth in our city.

As we reflect on what we have achieved and look forward to the future, we remain committed to addressing the evolving needs of our community. We will continue delivering inclusive and accessible services to those who need them most.



# INTERD

## PROGRAM HIGHLIGHTS

This year we launched the Interdisciplinary Model of Care (InterD). This model integrates various professional services into a single space for providing holistic, client-centered care.

At Boyle Street, we are constantly striving to improve our services. A few years ago, we engaged in extensive, formal consultation with our community. We noticed a recurring theme in the feedback - the frustration of repeatedly telling personal, often traumatic stories to service providers. Community members expressed a desire to “go to one place to get what is needed.” This consistent message propelled us to envision space where all necessary services could be accessed through a single, cohesive framework.

We got to work by examining best practices within Canada and around the world - from Toronto North Support Services’ Multidisciplinary Outreach Team to the Youth Services Bureau of Ottawa’s Wraparound Ottawa program, to Hull Services’ High Fidelity Wraparound Program in Calgary, to programs in the United Kingdom and Australia. We carefully considered which aspects of these programs fit our context and which didn’t. We read the latest academic research about social service delivery, interdisciplinary practices, program management, and more. And most importantly, we implemented interdisciplinary models on a small scale at our Managed Alcohol Program and Youth programs - to resounding success.

The InterD program is composed of interdisciplinary teams working within designated “den” spaces, where professionals from different disciplines collaborate to support individuals on their journey toward stability and wellness. Each den, a physical space equipped with communal seating areas, office spaces, and meeting rooms, serves as the hub for this collaborative effort.

Each team includes adult support workers, substance use workers, cultural support workers, nurses, and more, all working together to offer comprehensive and coordinated care. But the most important member of each team is the community member at its centre.

Each person admitted to a den undertakes an assessment: the categories include housing stability, basic needs, mental health & behaviour, substance use, self-worth, health care, support network, cultural supports, connection to nature, and creation activities. The den member’s answers to this assessment are used to generate a score from 1 (lowest) to 5 (highest) for each category. Then, they work with their den team to come up with a goal plan. This assessment questionnaire is conducted each month to measure progress toward those goals, which can be adjusted as needed.

Regular team meetings within the dens ensure that all aspects of a community member’s needs are addressed holistically. The inclusion of cultural support workers and regular cultural activities, such as sweats and bannock-making sessions, are as critical as substance use support groups and housing worker appointments. Recreational outings, bingo, and peer volunteering are among the other den activities, and regular town hall style meetings are conducted with the den members to solicit feedback for ways to improve the interdisciplinary program.

Three months after their first assessment, a second assessment is conducted with the den member. For our first round of second assessments, scores increased across the board, often dramatically. Categories such as ‘basic needs’ and ‘support network’ were especially higher in these second assessments.

In the summer leading up to the October 2023 launch of InterD, we faced a series of last-minute changes. Our original plan to implement the model in a purpose-built facility had to be adapted due to the relocation from our long-standing community center. By August and September, we were rapidly adjusting our plans, and we are grateful to

the Pope Family and Gatherco for working with us to establish the dens on the third floor of their Mercer Building. The relocation posed significant logistical challenges, but despite these challenges the InterD program became fully operational by October, with two primary dens—East Den and West Den—set up at Mercer.

Opening the dens at Mercer required us to find our community members and inform them about the new location. Locating people was a challenge across the entire organization. However, as the InterD program settled into its new home, things began to pick up as people grew more familiar with our new locations.

The Interdisciplinary Program of Care at Boyle Street Community Services exemplifies our mission to deliver dignified, inclusive, and holistic support to those experiencing homelessness. The successful implementation of InterD at Mercer, despite the challenges posed by our relocation, reflects the hard work of our staff and our community. We remain committed to evolving and enhancing this model, ensuring that every community member receives the full measure of support and respect they deserve.







*wâpanAcâhcahk*

## MORNINGSTAR HOMES

### PROGRAM HIGHLIGHTS

*wâpanAcâhcahk*, or Morningstar Homes in English, is a supportive housing site that contains 47 units. This project operates under the Housing First model, aiming to provide stable housing while supporting the residents through mental health, substance use, or other issues they are facing that impact their ability to find housing. However, *wâpanAcâhcahk* is distinct in its level of support; it's tailored for individuals who need more intensive assistance than what standard market housing or follow-up programs can provide.

The residents at *wâpanAcâhcahk* are a diverse group, many of whom face significant health and cognitive challenges due to prolonged street entrenchment. Over 50% of the residents are over 45 years old, with conditions starting around 40 that are typically seen in individuals 65 or older. This demographic requires a higher level of

support, akin to assisted living or independent living for seniors, but adapted for younger individuals facing similar challenges.

Daily life at Morningstar is vibrant and community-focused. Residents often gather for social interactions, discussing everything from the weather to sports to politics over a cup of coffee. The communal spaces and activities, such as the larger kitchen area, create a sense of community and support. Many residents have busy schedules filled with appointments, case management meetings, and personal errands, all contributing to stability and wellness.

The case management at *wâpanAcâhcahk* is interdisciplinary. Staff hold weekly case conferences to discuss the needs and progress of residents, ensuring that every individual receives the necessary support. Additionally, bi-weekly meetings with the AHS (now Recovery Alberta)



Recovery team provide an added layer of interdisciplinary care, covering everything from hearing aids to mental health resources.

One of the most remarkable aspects of Morningstar is the sense of community among the residents. Relationships formed within the building provide an invaluable support network. Residents often help each other with daily tasks, such as cleaning and preparing for inspections, and participate in communal activities like barbecues and art projects. These interactions not only build community but also offer opportunities for residents to develop healthy relationships and social skills.

Morningstar Homes also integrates various Boyle Street programs, making it easier for residents to connect with other services. For instance, some residents were participants in our Managed Alcohol Program (MAP), which helped them manage their alcohol use in a structured and supportive environment. The presence of a satellite MAP program at Morningstar ensured that residents had access to necessary resources without having to travel far.

The relationship between Morningstar and the surrounding community is important to us. Residents of Morningstar participate in local events, such as the Fulton Community League's monthly community kitchen at St. Augustine's

Anglican Church, fostering positive relationships and community integration.

Despite challenges, such as the impact of encampment sweeps, *wâpanAcâhcahk* remains a safe and supportive environment for its residents. The empathy and kindness shown by Morningstar residents toward those still experiencing homelessness are essential aspects of creating a compassionate community.

*wâpanAcâhcahk* exemplifies Boyle Street's commitment to providing dignified, inclusive, and holistic support. The program's success would not be possible without the dedication of both the staff and residents in creating a nurturing and supportive environment. As we continue to face the challenges of homelessness, programs like Morningstar Homes are vital in offering a path to stability and hope for those in need.

*wâpanAcâhcahk* stands proud as a model of supportive housing, providing comprehensive care and fostering community. It highlights the importance of integrating services and creating environments where residents can thrive. We are proud of the achievements of Morningstar Homes and remain committed to expanding and enhancing such models to better serve our community.



# STREETWORKS

## PROGRAM HIGHLIGHTS

Streetworks is one of Edmonton's most essential programs. It is dedicated to inner city health and is a cornerstone of support for vulnerable populations, addressing critical health issues with compassion and innovation.

Originally known as Needleworks, Streetworks began as Edmonton's first needle-exchange program in the 1980s. It was created in response to the global HIV epidemic and continues to focus upon HIV prevention, care and support, targeting those using criminalized substances and those involved in the sex industry, and their social networks. But the program has since grown to encompass a wide range of services, all aimed at improving health and safety, and reducing harms.

For decades, Streetworks was a program run by 10 different Edmonton organizations. It has always worked hand-in-hand with Boyle Street and operated out of our former downtown community centre. With a change in governance in 2022, Streetworks moved fully under the Boyle Street umbrella, formalizing our longstanding partnership.

The work Streetworks does includes harm reduction and health services, overdose prevention, and sexual health. Although there are several teams with their own specializations, the realities of community health mean that everyone does a bit of everything.

### Harm Reduction/Health Services

Harm reduction is a non-judgmental way of building strengths and seeks to reduce harm that may be caused to an individual through certain behaviours. The people we serve are often denied access to medical care, housing, and many other fundamental rights because of fear, stigma, and structural barriers. One of the main tenets of harm reduction is the meaningful involvement of those with lived experience to find solutions that work to enhance health and safety.

Few practice this better than Streetworks: approximately 50% of program staff have lived experience with extreme poverty,

chronic homelessness, and criminalized substance use. Sadly 30% of their staff have lost five or more family members to drug poisonings or overdoses.

The Streetworks core team focuses on harm reduction activities such as clean supplies, outreach, and nursing, as well as providing essential services like wound care and education on safer substance use and safer sex. There is an outreach van that operates seven evenings per week and multiple on-foot outreach teams.

### Overdose Prevention

Streetworks approaches overdose prevention in multiple ways: there are the overdose response teams, which provide immediate response to overdoses, distribute naloxone, and offer education and support to the public, including vulnerable populations. Streetworks was the first group in Canada to provide community naloxone, beginning in 2005. Since 2020, they have responded to over 2,000 incidents of drug poisoning and overdoses. All staff support access to recovery and provide information, encouragement and referrals.

The post-overdose recovery team finds people who've experienced drug poisoning or an overdose in the last 24 - 48 hours. They assess how people are physically and mentally, look for opportunities to prevent future drug poisonings, and provide meaningful referrals including through connections to other programs at Boyle Street such as our housing programs.

Another central part of overdose prevention - and all of Streetworks - is data analysis. Pulling together information about where drug poisonings and overdoses occur and the composition of the current drug supply, the Streetworks data analyst is vital. Their work helps Streetworks allocate resources efficiently and serve the community effectively.

### Sexual Health

Streetworks addresses sexual health through projects like the H.E.R. (Healthy, Empowered, Resilient) Pregnancy Program, which supports pregnant women who are street-involved. It is composed of nurses, a social worker, and pregnancy supporter workers, and provides health education and nursing services including pregnancy and STBBI testing, systems navigation, referrals, and accompaniment to health and social services.

This program, along with the STI team focused on syphilis and other infections, provides critical health services to some of the most vulnerable populations in Edmonton. They are also heavily involved with Streetworks' robust research component: H.E.R. is involved in ongoing partnerships and research nationally around pregnancy and drug use, and the STI team works with the Canadian Institute of Health Research, looking into point of care testing for syphilis and HIV.

Research is a critical part of everything Streetworks does (harm reduction, overdose prevention, sexual health, and more), with multiple projects aimed at understanding and addressing health issues in the inner city. These projects are often conducted with meaningful community member involvement, ensuring that the solutions developed are relevant and effective. Streetworks and the University of Alberta in partnership are currently studying people's health needs and experiences in the downtown core. *okimaw peyeseew kamik* will contain a research office for the University of Alberta, ensuring that research can be done directly with community on site.

Despite the challenges, Streetworks continues to innovate. The recent acquisition of a decommissioned ambulance allows for more dignified and effective delivery of health services, particularly in challenging environments like back alleys and tents. This mobile unit provides privacy and better conditions for procedures such as STI testing, significantly improving the quality of care.

Streetworks' impact extends beyond immediate health interventions. By involving community members in educational and support activities, the program fosters a sense of community and mutual aid. One notable initiative is the writing of community health booklets. Community members participate in the research and creation process of these booklets, which ensures relevancy and leads to greater engagement and dissemination of health information.

Streetworks is a vital program that embodies our mission to provide dignified, inclusive, and holistic support. Through its comprehensive and compassionate approach, Streetworks is saving lives and showing us the way forward.

# SOCIAL VENTURES

## PROGRAM HIGHLIGHTS



*Our social ventures – Hiregood and Four Directions Financial – do incredible work. Together, they provide transformative employment opportunities and accessible financial services; they serve our community’s needs in a creative, integrated way.*

### HIREGOOD

Hiregood is more than a business – it’s a mission-driven social enterprise dedicated to empowering individuals facing significant barriers to employment. As a wholly-owned subsidiary of Boyle Street Community Services, Hiregood provides flexible and transformative employment opportunities to those experiencing homelessness, poverty, or other barriers to employment.

The Hiregood team of “Helping Hands” consists of youth, adults, and seniors who are eager to find meaningful work and purposeful employment. Each team is led by an experienced mentor, ensuring tasks are completed correctly, safely, and promptly. Hiregood offers a variety of services, including event groundskeeping, litter pickup, pressure washing, moving, and more. Their work has been vital to major events like The Great Outdoors Comedy Festival and Taste of Edmonton, where they ensured the grounds are clean and enjoyable for all attendees.

Hiregood reinvests its income back into the business, including through contribution bonuses with the Hiregood team. This cycle of employment and investment allows Boyle Street to build a stronger, more inclusive community that supports the local environment, Hiregood’s clients, and the Helping Hands. Hiregood partners with local businesses such as The Brick to create these safer, healthier, more connected neighbourhoods.

Hiregood’s impact extends beyond the provision of jobs. It offers individuals meaningful work and the opportunity to contribute positively to their community. The sense of purpose, inclusion, and income that comes from meaningful employment is transformative, helping individuals build their lives and enjoy stability.



### FOUR DIRECTIONS FINANCIAL

Four Directions Financial, powered by ATB Financial, is an innovative approach to banking that ensures vulnerable Edmontonians can access mainstream financial services. Many individuals facing homelessness or poverty encounter barriers to traditional banking systems, such as the lack of proper identification.

Four Directions Financial addresses this issue by using biometric identification, allowing those without ID to open bank accounts and access financial services safely and securely. Additionally, our ID Services Program runs a satellite location at the Four Directions location, allowing those without ID to acquire it.

Four Directions Financial offers the full range of banking services, including cheque cashing, savings accounts, and every other service you would expect at your local branch. Its accessibility ensures that those we serve have a trustworthy place to manage their finances, without needing to resort to costly, predatory alternatives like payday loan lenders. Additionally, Four Directions is open to everyone, not just clients connected to Boyle Street.

The inception of Four Directions Financial was driven by a clear need within the community. Before its establishment, many community members had to rely on high-fee cheque cashing services, or even carrying their money on their person, leaving them vulnerable. Our partnership with ATB Financial, built through extensive consultations with other social agencies and our community members, has created a financial service provider uniquely tailored to meet our community’s needs.



Indigenous and Western worldviews, ensuring that decision-making processes are inclusive and equitable. It influences how we gather perspectives, ask questions, and make decisions, always considering who else needs to be heard before moving forward. This method promotes a balanced approach, integrating the best of both worlds to serve our community effectively.

The role of storytelling and traditional narratives is also vital in shaping the cultural identity and healing processes at Boyle Street. Language, identified as a top priority in our work, is a powerful tool for cultural connection. We have increased opportunities for language learning, offering circles in both *nēhiyawēwin* and *Déné*. Elders play a crucial role in this process, whether through formal ceremonies or daily interactions within our facilities.

Ceremonies are not just events but a way of being that fosters balance across the four realms. Naming ceremonies, walking out ceremonies, and other rites of passage are available to community members of all ages, emphasizing that cultural practices are integral to healing and personal growth. These ceremonies provide a profound sense of belonging and spiritual connection, reinforcing the cultural fabric of our community.

The framework also emphasizes relational accountability, or *wāhkōhtowin*, highlighting the interconnectedness and mutual responsibility within the community. This principle guides our interactions and ensures that we maintain respectful relationships with the community, ancestors, and future generations.

Boyle Street's dedication to culture and ceremony extends to all areas of our operations. We have facilitated access to cultural sites and spaces for land-based practices and ceremonies. Our Elders' Council, consisting of respected Indigenous leaders, offers guidance and support, ensuring that cultural integrity is maintained in all our programs.

The integration of culture and ceremony at Boyle Street Community Services follows our commitment to holistic, inclusive, and dignified support. By embedding Indigenous worldviews and practices into our daily framework, we are creating a more compassionate and culturally rich environment for all those we serve. This approach not only honors the traditions and wisdom of Indigenous communities but also enhances the overall well-being and resilience of our entire community.

We are deeply committed to integrating culture and ceremony into all aspects of our organization, embodying our mission to provide holistic and dignified support. We are working toward this through incorporating Indigenous worldviews, teachings, and ceremonies into our programs, creating an environment where cultural practices are central to community and individual well-being.

Our journey toward embedding cultural and ceremonial practices began with continuous learning and adaptation. *sītōskam iyiniwatisiwin* (Indigenous Practice Framework) exemplifies this commitment. Developed over a year and a half through circles with Elders, Knowledge Keepers, staff, and community members, this framework integrates Indigenous teachings and practices into our organizational structure.

The development process of *sītōskam iyiniwatisiwin* was profoundly collaborative. Circles were held with Indigenous and non-Indigenous service providers and users, involving ceremonies such as the Pipe Ceremony and regular smudges to welcome the wisdom of the ancestors. These gatherings were documented through video and audio,

enabling the team to pull themes and quotes from the sessions, ultimately creating a comprehensive framework divided into the four realms—physical, mental, emotional, and spiritual.

One of the key aspects of this framework is the concept of “knowing is doing,” a significant term in *nehiyaw* (Cree) culture. Once knowledge is gained, it must be put into action. This principle guided our implementation of the framework across all programs and services at Boyle Street. We engaged in deep listening, ensuring that the wisdom gathered through the circle process was translated into practical actions that fostered holistic well-being.

We want Indigenous community members, and all those we serve, to have equitable experiences that enrich their lives, moving towards the balance of *miyo pimâtisiwin*, or “the good life.” This involves fostering emotional outcomes where individuals feel a sense of community, respect, and cultural connection within Boyle Street.

A critical component of this cultural integration is the concept of two-eyed seeing. This approach balances

# CULTURE & CEREMONY

## PROGRAM HIGHLIGHTS

# YAC & CHEW

## PROGRAM HIGHLIGHTS

We are proud to highlight the impactful work of the Youth Agency Collaboration (YAC) and the CHEW Project, two vital initiatives dedicated to supporting at-risk youth and 2SLGBTQIA+ young people in Edmonton.

### Youth Agency Collaboration (YAC)

The Youth Agency Collaboration (YAC), facilitated by Youth Empowerment and Support Services (YESS), is a dynamic initiative aimed at providing coordinated support to at-risk youth in Edmonton. YAC began a few years before the pandemic as a collaboration between five youth-serving agencies committed to addressing the urgent needs of young people. This initiative was born out of a shared vision to streamline services and create a unified response to the multifaceted challenges faced by youth experiencing homelessness and instability.

The collaboration's foundation lies in its comprehensive and holistic approach to support. YAC currently encompasses a network of over 38 organizations working together to offer a wide range of services, including

emergency shelter, day programs, mental health support, education, and employment assistance. The primary goal is to address the diverse needs of youth by eliminating service duplication and identifying gaps in support. This coordinated effort ensures that vulnerable youth receive timely and effective assistance.

One of the critical aspects of YAC's success is its emphasis on community engagement. The collaboration works closely with local stakeholders, including government agencies, community organizations, and businesses, to enhance the support network for youth. By pooling resources and expertise, YAC has created a robust and adaptable system that can respond to the evolving needs of at-risk youth.

A significant milestone for YAC was the development of a research paper that highlighted the voices of youth, young adults, and staff. This research underscored the necessity for agencies to share data and collaborate more closely. The findings revealed that over 2,000 unique individuals under the age of 28 were at high risk of experiencing homelessness, emphasizing the urgent need for coordinated action. Armed with this knowledge, YAC launched a roadshow to inform and engage politicians at all government levels, advocating for policies and funding to support youth services.

YAC's collaboration extends beyond Edmonton, with successful implementations of youth hubs in Grand Prairie and other regions. These hubs, including mental health clinics, exemplify the scalability and effectiveness of YAC's model. By sharing best practices and training other organizations, YAC continues to expand its reach and impact, ensuring that more young people receive the support they need to thrive.

### CHEW Project

The CHEW Project, which stands for Community, Health, Empowerment, and Wellness, is a groundbreaking initiative dedicated to supporting 2SLGBTQIA+ youth and young adults in Edmonton. The CHEW Project provides a safe and inclusive environment where individuals can access essential health and social services.

The CHEW Project's core services include HIV/STI testing, mental health support, harm reduction resources, and social services tailored to the unique needs of 2SLGBTQIA+ youth. The project operates with a commitment to creating a welcoming and non-judgmental space, ensuring that young people feel safe, supported, and empowered.

A pivotal moment for the CHEW Project was its recent integration into Boyle Street Community Services. This partnership has allowed the project to expand its services and hours, enhancing its reach and effectiveness. The integration also facilitated the establishment of a medical outreach team, which provides critical health services to 2SLGBTQIA+ youth in the community. The team's expertise in medical outreach and community health has significantly strengthened the CHEW Project's ability to address the health disparities faced by 2SLGBTQIA+ young people.

The CHEW Project's success is rooted in its collaborative approach. By working closely with other organizations within the YAC framework, the CHEW Project ensures that 2SLGBTQIA+ youth have access to a comprehensive support network. This collaboration is particularly important for youth who face multiple layers of marginalization and need tailored support to navigate their challenges.

Cultural and community-specific practices play a crucial role in both YAC and the CHEW Project. Boyle Street Community Services, recognized by other social agencies

for its expertise in serving Indigenous and inner-city populations, ensures that cultural and ceremonial practices are integrated into its programs. For 2SLGBTQIA+ youth, this includes providing opportunities for medicine picking, cultural camps, and ceremonies that foster a sense of belonging and identity.

The Youth Agency Collaboration and the CHEW Project exemplify Boyle Street Community Services' commitment to providing holistic, inclusive, and culturally relevant support to at-risk youth and 2SLGBTQIA+ young people. By fostering collaboration, sharing resources, and integrating cultural practices, these initiatives create a robust support system that empowers young people to overcome challenges and build brighter futures. Boyle Street Community Services is proud of the achievements of YAC and the CHEW Project and remains dedicated to expanding and enhancing these models to better serve our community.



# UBUNTU CHILDREN & FAMILIES

## PROGRAM HIGHLIGHTS

**OVERVIEW** Ubuntu Children and Families is a collaborative initiative led by Boyle Street Community Services, in collaboration with the C5: Terra Centre for Teen Parents, Bent Arrow Traditional Healing Society, Newcomers Society, and Norwood Child and Family Resource Centre. The program's name, "Ubuntu," is derived from a South African philosophy emphasizing shared humanity and community interdependence.

**PURPOSE AND MISSION** The Ubuntu program aims to support families involved with Child and Family Services due to issues such as substance use, domestic abuse, child abuse, or neglect. The primary goal is to keep children with their parents by providing comprehensive support to help families become healthier and happier. This is achieved through various services, including parenting coaching, mental health support, affordable housing assistance, financial literacy, and job hunting support.

**COLLABORATION & INTEGRATION** Ubuntu operates on the principle of collaboration, working closely with government caseworkers to ensure families receive the necessary supports. The collaboration between different organizations allows for a holistic approach, addressing the multifaceted needs of families in crisis. By combining resources and expertise, Ubuntu strives to offer a robust support system that can adapt to the unique circumstances of each family.

**IMPACT & OUTCOMES** The program has shown significant success, with approximately 80% of the families who engage with Ubuntu remaining intact. This high success rate underscores the effectiveness of the collaborative approach and the comprehensive services provided. The ultimate aim is to break intergenerational cycles of dysfunction by empowering parents to address their issues and create a stable, nurturing environment for their children.



### CORE VALUES

Ubuntu is guided by several core values:

**CHILDREN:**

Ensuring every child/youth has a say in their future.

**FAMILY:**

Making every effort to work with family members to keep them together.

**CULTURE:**

Understanding and respecting the cultural context of those served.

**COMMUNITY:**

Connecting children and youth with their communities.

**PHILOSOPHY AND APPROACH** Ubuntu's approach is deeply rooted in the philosophy of Ubuntu, which promotes the idea that individuals are defined through their relationships with others. This philosophy is reflected in the program's emphasis on community, cultural respect, and holistic support. By fostering a sense of shared humanity and interconnectedness, Ubuntu aims to create a supportive environment where families can thrive.

**FUTURE DIRECTIONS** Looking forward, Ubuntu plans to continue its work by further integrating cultural practices and community engagement into its programs. The goal is to build stronger, more resilient families and communities by leveraging the collective strengths of the partner organizations and the broader community.

*"Ubuntu Children and Families is a collaboration between Boyle Street Community Services (which is the lead agent), Terra Centre for Teen Parents, Bent Arrow Traditional Healing Society, Edmonton Mennonite Centre for Newcomers, and Norwood Child and Family Resource Centre. The program gets its name from a South African philosophy: It speaks to shared humanity . . . it's the idea that you become yourself by sharing yourself with others. That spoke to us in terms of our approach: wanting to do more together and not work in isolation."*

**The Founding Director, Laurel McCalla**

This sentiment captures the essence and operational philosophy of Ubuntu Children and Families, highlighting its collaborative nature, core values, and the significant impact it has on the families it serves.

# ON SIDE RESTORATION

## PARTNERSHIP HIGHLIGHT

We first partnered with On Side Restoration in 2020 - our building had flooded, and On Side was our restoration company. During their time in and around our building, their staff were moved by the experience of interacting with our community members every day; On Side came to us and asked if there was anything they could do to support our work.

Due to the pandemic, we had to get creative! Boyle's capacity to accept in-kind donations (donations of physical items) was limited. And this is where On Side stepped up.

On Side organized and hosted an innovative and fun drive-through donation drive at their west end location. It was a massive success and became an annual event. For the past several years, On Side staff, their contractors and stakeholders, and the broader Edmonton community have come together to support Boyle Street and those we serve at On Side's Drive-Through Donation Drive. Every year they have a theme - bringing empathy, joy, and connection to issues that can be difficult.

When we work together, we are more likely to reach our goals. On Side is on board with supporting the full scope of Boyle Street's work with community - whether it's handing a toothbrush to someone who needs it or raising funds to ensure the sustainability of our programs and services - On Side supports us big and small.

We know that the work we do would not be possible without the support of partners like On Side Restoration - we cannot do this work alone, and their ongoing support directly impacts those we serve.



# DEVELOPMENT TEAM IMPACT

## **Emergency Response Fund (ERF)**

The people we serve face many challenges in their day-to-day life, and our Emergency Response Fund (ERF) focuses on preventing additional challenges brought on by extreme weather. With the generous support of our community and our friends at Chandos, we were able to distribute 300 pairs of winter boots, 500 care packages, over 1000 handwarmers, and dozens of urgently needed winter attire to vulnerable Edmontonians. For a community member spending most of their time outdoors without reliable access to shelter from harsh weather, our ERF makes it possible for folks to make it through the seasons. Whether it's providing toques and winter boots during a cold snap, or water bottles and sunscreen during a heat wave, our ERF helps us fulfill our commitment to keeping folks safe by responding efficiently to the needs of our community.

[www.boylestreet.org/erf](http://www.boylestreet.org/erf)



## **Monthly Giving – Kaleidoscope**

We focus on providing dignified solutions to homelessness through innovative solutions. Often, our innovative approaches to providing programs and services starts by acting on an idea first and figuring out the finer details later. Our Pet Food Bank is one of the many services we offer which began by noticing a need in our community and acting swiftly to help folks experiencing homelessness keep themselves and their companions fed. With the dependable support of our monthly donors, we have the flexibility to enhance services and programs for our community members while ensuring a stable environment where everyone feels seen, heard and cared for as the unique individuals they are.

[www.boylestreet.org/monthlydonor](http://www.boylestreet.org/monthlydonor)

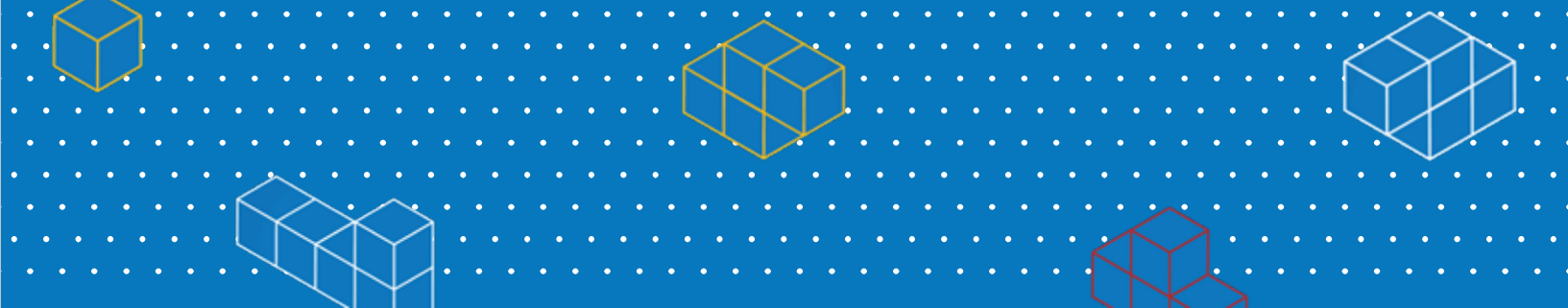
## **Homemakers**

Our Homemakers campaign is a testament to our organizational commitment to Housing Choice – an approach that advocates for the dignity and agency of those most affected by Edmonton's housing crisis. In July 2023, we launched the Homemakers campaign as a response to the overwhelming support we've received from Edmontonians with a passion for helping vulnerable folks gain access to dignified housing. With over \$30,000 raised and hundreds of people housed, our generous Homemakers remind us of what is possible when we support people to meet their goals.

[www.boylestreet.org/homemakers](http://www.boylestreet.org/homemakers)







*“Being a part of the Boyle Street Community has given me many beautiful memories and relationships. In volunteering, staff and community members welcome you in their lives and empower you to make the world a more understanding, connected and dignifying place – they help you be the change they want you to see.”*

**Jarred**  
Program Support Volunteer

# VOLUNTEER PROGRAM

## SOV + PSV HIGHLIGHTS

Volunteers play a significant role at Boyle Street, assisting staff and the community in ways that directly relate to our mission to end chronic homelessness. We welcome volunteers from all walks of life, including individuals who access our services, staff from neighbouring businesses, and other engaged Edmontonians.

*We have two volunteer streams each with unique opportunities. Program support Volunteers (PSVs) and Special Occasion Volunteers (SOVs).*

### Special Occasion Volunteers (SOVs)

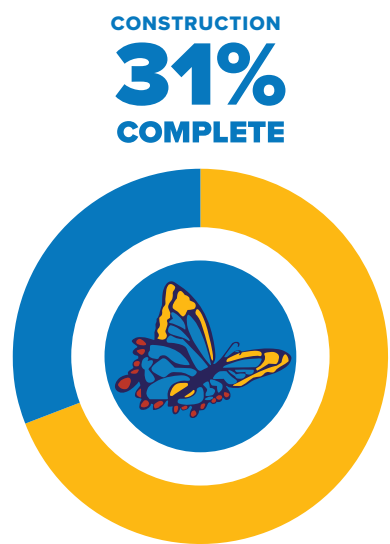
Special Occasion Volunteers are there to help when we have one-time or special occasion events. These volunteers are activated when we need them! Some of our special occasion events include bingos, casinos, community BBQs, National Indigenous Peoples Day, and cheque day support. For many years our neighbours and corporate partners at Stantec have joined us during their Stantec in the Community (SITC) Week initiative. Volunteers thoughtfully created and assembled care packages to hand out to vulnerable individuals in our inner city. These care packages included clothing items and handwritten notes of encouragement such as “Have a great day” and “You got this.” Volunteers also did a lot of the heavy lifting to help put on a celebration for our National Indigenous Peoples Day. They moved picnic tables, sorted T-shirts, set up chairs and then put all those things away at the end of the celebration. Our community and staff celebrated and relaxed because of the hard work of our Stantec Special Occasion Volunteers year after year.

### Program Support Volunteers (PSVs)

Program Support Volunteers are embedded in our programs and go through an intentional and robust screening process. They are a consistent weekly presence in our programs and help augment our staff and walk alongside our community members.

Jarred was one of Boyle Street’s first volunteers, after our volunteer program relaunch in 2022, and was integral in helping us roll out a new volunteer program that was sustainable and effective for our community members. Every Sunday since he was onboarded as a program support volunteer with MAP, our Managed Alcohol Program (a program that helped individuals with dependencies on non-beverage alcohol), Jarred has brought something new and fun to share with our community. Whether it is bringing in ice cream, or a board game, Jarred always seems to go the extra mile. He engages in fun unique programming and tasks during his shifts and has tried to learn brew tasks and cleaning steps for the program.

okimaw peyeseuw kamik  
KING THUNDERBIRD CENTRE



*okimaw peyeseuw kamik*  
(King Thunderbird Centre)  
\$45 Million Raised!

This spring The Honourable Randy Boissonnault announced a transformative \$21 million contribution to *okimaw peyeseuw kamik* (King Thunderbird Centre) through the Green and Inclusive Community Building program. These dollars, in addition to the already \$24 million already raised through the extremely success capital fundraising campaign, ensure that the construction of this purpose-built, culturally sensitive, beautiful building will occur. Boyle Street Community Services is so thankful to the Government of Canada, its corporate partners and all those in the community that have made contributions to this project. We are looking forward to the grand opening of *okimaw peyeseuw kamik* in Fall 2025.

#BuildWithBoyle



THANK YOU TO OUR  
**CAPITAL CAMPAIGN CIRCLE**

- Elder Clifford Cardinal*
- Carman McNary, KC*
- Leon Zupan*
- Mike Saunders*
- John Pinsent*
- Bob Philp*
- Diana Ly*
- Greg Bott*



# 2023

## OUTCOMES & STATS

Boyle Street Community Services is committed to accountability across all 40+ programs and services offered by our organization. Below is just a snapshot of the amazing work taking place everyday.



### ID Services worked with

**2,531**

unique individuals seeking ID services.



### Street Outreach

**5,463**

contacts with individuals or groups.



### Our Volunteers

**146**

Special Occasion Volunteers.

**40**

Program Support Volunteers.



### Four Directions

**89%**

of customer referrals come from AB Income.

**77%**

identify as Indigenous.

**66.5%**

have funds remaining in their account at the end of each month.

**34%**

of customers have access to debit cards and online services.

**8%**

of customers have invested in GICs, TFSA's, and savings accounts in 2022.

**8,062**

Unique individuals were served by Boyle Street Community Services in 2023.

**1,053**

Tax Returns filed for community members.



# KEY CONTRIBUTORS

Boyle Street is grateful to the thousands of individuals and organizations in our community who generously share their time, talents, and resources to help us reach our mission to end chronic homelessness. We want to acknowledge this dedicated group for their commitment to our organization and the individuals we serve this last year.

Lisa Austin	Matthew Howatt	Kelly O'Neil
Dr. Robert & Janet Bailey	Malissa & Quentin Huillery	Daniel B. O'Brien
Sharon Barbour	Jacob Jaremko	Dianna & Steven Oosterhof
Cecilia Baxter	Angela Keuling	Nadia Osman
John Beamish	Diane & Brad Lamb	Judy Philpott
Alan & Siobhan Brilz	David Labreche	David Pickup
Cary Brown	Geraldine Lebeau	John Pinsent
Joanne Butler	Bernard Linsky	Patrick & Diana Priestner
Susan Andrew & Michael Cohen	Heather & Craig Mackenzie	Cynthia Puddu
Timothy Coldwell	Paul F. Major	Robert Rosen
Jillian & Micheal Dal Bello	Cynthia Marks	Wayne & Pam Schafer
Nancy Defer	Neil McBain	Richard Schulz
Dave & Holly Freeman	David McCalla	Malcolm Scott
Robert Frohlich	Karen McDougall	Matthew Simmonds
Jim Fyshe	Alison McIntosh	Nicole Smith
Ann Gish	Blaine McIntyre	Michael Stensby
Natalie Goulet-Sorenson	Carman & Averie McNary	Drs. Joan & Robert Turner
Marilyn & Tom Grabowski	Maggie Mitchell	Brian & Dawn Vaasjo
Elikem Harewood	Alvin & Geraldine Morris	April Susan Van Buul
Patricia Hartnagel	Brian Mulder	Anne & Peter Wightman
Deena Hinshaw	Bahareh Nourian	Jason Yarmuch
		Leon & Vonnie Zupan



Infrastructure Canada
The Connor, Clark & Lunn Foundation
The Dianne & Irving Kipnes Foundation
The Stollery Charitable Foundation
Canadian Imperial Bank of Commerce (CIBC)
The Brick
Enbridge
RL Holdings Inc.
Kirk & Glenda Byrtus Foundation
CORIL
Leston Holdings
Station Lands
ENCORE
Capital Power
Alberta Machine Intelligence Institution (AMII)
Chandos Construction
Intact Financial Corporation
Nichols Environmental (Canada) Ltd.
Sherritt International
Stantec Consulting Ltd.
<b>Edmonton Community Foundation (ECF)</b>
Cable Family Community Endowment Fund at the ECF
Clementine Turner Memorial Fund at the ECF
Edmonton Community Foundation at the ECF
Eldon & Anne Foote Fund at the ECF
Ruth & Stanley Cann Fund at the ECF

Edmonton Oilers Community Foundation
Andy Holt Communications Ltd. (A-Squared Communications)
On Side Restoration Services Ltd.
Five Star Homes Inc.
Fairway Legacy Foundation
John Maude and Susan Quinn Charitable Foundation
RONA Foundation
15563658 Canada Association (Cold City Classic)
7180063 Canada Limited/Chris No Frills #3649
Nore Aldein Assiff (Assiff Law Offices)
ATCO EPIC
Congregation of the Sisters of St. Joseph in Canada
Covenant Christian Reformed Church
Strathcona Law Group
Swainson Miki Peskett LLP
REMAX ELITE
United Way of Alberta Capital Region
University of Alberta Rotaract Club
Red Ram Sales Ltd.
Petrin Mechanical Ltd.
Hong Thi Thu Nguyen
MEG Energy Corp.
Liverpool FC Supporters Edmonton
Lucky Master Corp.
Beljan Development



# FUNDERS

*City of Edmonton*

*Government of Alberta:*

*Ministry of Children’s Services*

*Recovery Alberta*

*Minister of Community  
& Social Services*

*Government of Canada:*

*Indigenous Services Canada*

*Health Canada*

*Canada Prenatal  
Nutrition Program (CPNP)*

*Public Health Agency  
of Canada (PHAC)*

*Eldon & Anne Foote Fund*

*Homeward Trust*

*United Way*

*Winhouse: Nursing Agreement  
Bissel Center (RN Services)*

*Alberta Community  
Council on HIV (ACCH)*

*Reach Edmonton*

*Royal Alex Foundation*

# CONSOLIDATED FINANCIALS

REVENUE	2024
GRANTS AND REVENUE	31,122,404
FUNDRAISING	1,227,993
REIMBURSEMENT OF EXPENDITURES	689,786
REVENUE FROM SOCIAL ENTERPRISE	5,634,102
<b>TOTAL</b>	<b>38,674,285</b>
EXPENDITURES	2024
WAGES AND BENEFITS	27,604,638
CLIENT SERVICE EXPENSES	8,177,629
ADMINISTRATION	2,084,270
TAX, AMORTIZATION, & INTEREST	593,177
INSURANCE	249,089
STAFF TRAINING	273,585
<b>TOTAL</b>	<b>38,982,388</b>
<b>EXCESS OF REVENUE OVER EXPENDITURES FOR THE YEAR</b>	
	<b>(308,10)</b>

For a more detailed financial report, please contact Development at [development@boylestreet.org](mailto:development@boylestreet.org)



**THANK YOU,  
FOR YOUR ONGOING SUPPORT OF  
BOYLE STREET COMMUNITY SERVICES!**



